

# Enterprise Incident Report October 2012

As of 11/1/2012

## Transportation

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Transportation	Application Services	Danielle Hood	0 0	7 0	0 0	7 0
		Dustin Crump	1 0	7 0	0 0	8 0
		Martin Gonzalez	0 0	5 5	0 0	5 5
		Tony Larsen	0 0	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	1 0	24 5	0 0	25 5
	Capitol Desktop Support	Scott Wunderlich	0 0	2 2	0 0	2 2
		<b>Assigned to Individual Total</b>	0 0	2 2	0 0	2 2
	Fleet Administration	Amanda Ronan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	7 7	0 0	7 7
		Eileen Dubach	0 0	2 2	0 0	2 2

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			High	Low	Medium	FCR Total
Transportation	Help Desk	James Stearns	0	7	0	7
			0	7	0	7
		Julie VanBeekum	0	4	0	4
			0	4	0	4
		Sarah Johnson	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	5	0	5
			0	5	0	5
		<b>Assigned to Individual Total</b>	0	26	0	26
			0	25	0	25
	Internal Application Development and Support	John Bracken	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Metro B Help Desk	Val Shepherd	0	2	0	2
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	2	0	2
			0	2	0	2
	Metro C Help Desk	Bill Hall	0	1	0	1
			0	1	0	1
		Diane Christensen	0	25	0	25
			0	25	0	25
		<b>Assigned to Individual Total</b>	0	80	0	80
			0	78	0	78
	Karen Gross		0	53	0	53
			0	51	0	51
	Reed Stohel		0	1	0	1
			0	1	0	1

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			High	Low	Medium	FCR Total
Transportation	Metro C Hosting	Jason Wihongi	0 0	1 0	0 0	1 0
		Rondal Fields	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	3 0	0 0	3 0
	Metro C West Desktop Support	Cody Flanders	0 0	6 1	0 0	6 1
		Hal Wold	0 0	2 0	0 0	2 0
		Jeff Bench	0 0	27 26	0 0	27 26
		Mike Larsen	0 0	15 5	0 0	15 5
		Shane Squire	0 0	17 4	1 0	18 4
		Shellie Ramsay	0 0	10 8	0 0	10 8
		<b>Assigned to Individual Total</b>	0 0	77 44	1 0	78 44
	Network Operations	Jared Elzinga	0 0	1 0	0 0	1 0
		Jesse Fausett	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	0 0	3 2	0 0	3 2
		Randy Graham	0 0	60 59	0 0	60 59
		Richard Packer	0 0	11 11	0 0	11 11
		Todd Hardy	0 0	4 2	0 0	4 2
		<b>Assigned to Individual Total</b>	0 0	79 74	0 0	79 74
	Rural North Desktop Support	Robert Stock	0 0	9 3	0 0	9 3
		Rodney Peterson	0 0	5 4	0 0	5 4
		Wayne Higgs	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	15 7	0 0	15 7
	Rural South Desktop Support	Cheri Oldham	0 0	1 1	0 0	1 1
		Doug Chaston	0 0	12 12	0 0	12 12
		Doug Thornton	0 0	2 2	0 0	2 2
		Joel Finlinson	0 0	53 53	0 0	53 53
		Lane Adams	0 0	1 0	0 0	1 0

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## Transportation

			High	Low	Medium	FCR Total
Transportation	Rural South Desktop Support	Assigned to Individual Total	0 0	69 68	0 0	69 68
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	8 3	0 0	8 3
		Assigned to Individual Total	0 0	11 3	0 0	11 3
	Voice/Data/WAN Services	Mitch Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Wireless Services	Paul Gustin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	399 312	1 0	401 312
	Customer Company Total			1 0	399 312	1 0

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## Transportation

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Transportation	Application Services	Danielle Hood	0 0	7 2	0 0	7 2
		Dustin Crump	1 0	7 1	0 0	8 1
		Martin Gonzalez	0 0	5 2	0 0	5 2
		Tony Larsen	0 0	5 3	0 0	5 3
		Assigned to Individual Total	1 0	24 8	0 0	25 8
	Capitol Desktop Support	Scott Wunderlich	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Fleet Administration	Amanda Ronan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	7 0	0 0	7 0
		Eileen Dubach	0 0	2 0	0 0	2 0

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## Transportation

			High	Low	Medium	MIR Total
Transportation	Help Desk	James Stearns	0 0	7 0	0 0	7 0
		Julie VanBeekum	0 0	4 0	0 0	4 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	0 0	26 0	0 0	26 0
	Internal Application Development and Support	John Bracken	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Metro B Help Desk	Val Shepherd	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Metro C Help Desk	Bill Hall	0 0	1 0	0 0	1 0
		Diane Christensen	0 0	25 0	0 0	25 0
		Karen Gross	0 0	53 1	0 0	53 1
		Reed Stohel	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	80 1	0 0	80 1

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## Transportation

			High	Low	Medium	MIR Total
Transportation	Metro C Hosting	Jason Wihongi	0	1	0	1
			0	1	0	1
		Rondal Fields	0	2	0	2
			0	1	0	1
		Assigned to Individual	0	3	0	3
		Total	0	2	0	2
	Metro C West Desktop Support	Cody Flanders	0	6	0	6
			0	1	0	1
		Hal Wold	0	2	0	2
			0	0	0	0
		Jeff Bench	0	27	0	27
			0	0	0	0
		Mike Larsen	0	15	0	15
			0	0	0	0
		Shane Squire	0	17	1	18
			0	1	0	1
		Shellie Ramsay	0	10	0	10
			0	0	0	0
		Assigned to Individual	0	77	1	78
		Total	0	2	0	2
	Network Operations	Jared Elzinga	0	1	0	1
			0	0	0	0
		Jesse Fausett	0	1	0	1
			0	0	0	0
		Assigned to Individual	0	2	0	2
		Total	0	0	0	0
	Rural Central Desktop Support	Jeremy Standifird	0	1	0	1
			0	0	0	0



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## Transportation

			High	Low	Medium	MIR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	0 0	3 0	0 0	3 0
		Randy Graham	0 0	60 0	0 0	60 0
		Richard Packer	0 0	11 0	0 0	11 0
		Todd Hardy	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	79 0	0 0	79 0
	Rural North Desktop Support	Robert Stock	0 0	9 2	0 0	9 2
		Rodney Peterson	0 0	5 0	0 0	5 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	15 2	0 0	15 2
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	12 0	0 0	12 0
		Doug Thornton	0 0	2 0	0 0	2 0
		Joel Finlinson	0 0	53 0	0 0	53 0
		Lane Adams	0 0	1 0	0 0	1 0

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## Transportation

			High	Low	Medium	MIR Total
Transportation	Rural South Desktop Support	Assigned to Individual Total	0 0	69 0	0 0	69 0
	Strategic Communications	Dennis Rogers	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Technical Lead/Project Manager	Martin Gonzalez	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Voice/Data/WAN Services	Mitch Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Wireless Services	Paul Gustin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	399 16	1 0	401 16
Customer Company Total			1 0	399 16	1 0	401 16

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## Transportation

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Transportation	Application Services	Danielle Hood	0 0.00	7 1.12	0 0.00	7 1.12
		Dustin Crump	1 0.46	7 0.36	0 0.00	8 0.37
		Martin Gonzalez	0 0.00	5 1.70	0 0.00	5 1.70
		Tony Larsen	0 0.00	5 1.37	0 0.00	5 1.37
		<b>Assigned to Individual Total</b>	1 0.46	24 1.07	0 0.00	25 1.05
	Capitol Desktop Support	Scott Wunderlich	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	2 0.00	0 0.00	2 0.00
	Fleet Administration	Amanda Ronan	0 0.00	1 0.53	0 0.00	1 0.53
		<b>Assigned to Individual Total</b>	0 0.00	1 0.53	0 0.00	1 0.53
	Help Desk	Brenda Treadway	0 0.00	7 0.08	0 0.00	7 0.08
		Eileen Dubach	0 0.00	2 0.07	0 0.00	2 0.07

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			High	Low	Medium	ATTIR Total
Transportation	Help Desk	James Stearns	0 0.00	7 0.12	0 0.00	7 0.12
		Julie VanBeekum	0 0.00	4 0.01	0 0.00	4 0.01
		Sarah Johnson	0 0.00	1 0.12	0 0.00	1 0.12
		Vicky Marrelli	0 0.00	5 0.01	0 0.00	5 0.01
		<b>Assigned to Individual Total</b>	0 0.00	26 0.07	0 0.00	26 0.07
	Internal Application Development and Support	John Bracken	0 0.00	1 0.16	0 0.00	1 0.16
		<b>Assigned to Individual Total</b>	0 0.00	1 0.16	0 0.00	1 0.16
	Metro B Help Desk	Val Shepherd	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C Help Desk	Bill Hall	0 0.00	1 0.00	0 0.00	1 0.00
		Diane Christensen	0 0.00	25 0.00	0 0.00	25 0.00
		Karen Gross	0 0.00	53 0.04	0 0.00	53 0.04
		Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	80 0.03	0 0.00	80 0.03

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			High	Low	Medium	ATTIR Total
Transportation	Metro C Hosting	Jason Wihongi	0 0.00	1 1.61	0 0.00	1 1.61
		Rondal Fields	0 0.00	2 2.18	0 0.00	2 2.18
		<b>Assigned to Individual Total</b>	0 0.00	3 1.99	0 0.00	3 1.99
	Metro C West Desktop Support	Cody Flanders	0 0.00	6 0.33	0 0.00	6 0.33
		Hal Wold	0 0.00	2 0.19	0 0.00	2 0.19
		Jeff Bench	0 0.00	27 0.01	0 0.00	27 0.01
		Mike Larsen	0 0.00	15 0.07	0 0.00	15 0.07
		Shane Squire	0 0.00	17 0.26	1 0.22	18 0.26
		Shellie Ramsay	0 0.00	10 0.00	0 0.00	10 0.00
		<b>Assigned to Individual Total</b>	0 0.00	77 0.11	1 0.22	78 0.11
	Network Operations	Jared Elzinga	0 0.00	1 0.00	0 0.00	1 0.00
		Jesse Fausett	0 0.00	1 0.73	0 0.00	1 0.73
		<b>Assigned to Individual Total</b>	0 0.00	2 0.36	0 0.00	2 0.36
	Rural Central Desktop Support	Jeremy Standifird	0 0.00	1 0.00	0 0.00	1 0.00

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## Transportation

			High	Low	Medium	ATTIR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	0 0.00	3 0.00	0 0.00	3 0.00
		Randy Graham	0 0.00	60 0.00	0 0.00	60 0.00
		Richard Packer	0 0.00	11 0.00	0 0.00	11 0.00
		Todd Hardy	0 0.00	4 0.05	0 0.00	4 0.05
		<b>Assigned to Individual Total</b>	0 0.00	79 0.00	0 0.00	79 0.00
	Rural North Desktop Support	Robert Stock	0 0.00	9 5.80	0 0.00	9 5.80
		Rodney Peterson	0 0.00	5 0.05	0 0.00	5 0.05
		Wayne Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	15 3.49	0 0.00	15 3.49
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Chaston	0 0.00	12 0.00	0 0.00	12 0.00
		Doug Thornton	0 0.00	2 0.00	0 0.00	2 0.00
		Joel Finlinson	0 0.00	53 0.00	0 0.00	53 0.00
		Lane Adams	0 0.00	1 0.00	0 0.00	1 0.00

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			High	Low	Medium	ATTIR Total
Transportation	Rural South Desktop Support	Assigned to Individual Total	0 0.00	69 0.00	0 0.00	69 0.00
	Strategic Communications	Dennis Rogers	0 0.00	2 1.01	0 0.00	2 1.01
		Assigned to Individual Total	0 0.00	2 1.01	0 0.00	2 1.01
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	3 0.38	0 0.00	3 0.38
		Assigned to Individual Total	0 0.00	3 0.38	0 0.00	3 0.38
	Voice Operations	Gail Christiansen	0 0.00	3 0.21	0 0.00	3 0.21
		Romanza Hamblin Sorensen	0 0.00	8 0.29	0 0.00	8 0.29
		Assigned to Individual Total	0 0.00	11 0.27	0 0.00	11 0.27
	Voice/Data/WAN Services	Mitch Hood	0 0.00	1 0.40	0 0.00	1 0.40
		Assigned to Individual Total	0 0.00	1 0.40	0 0.00	1 0.40
	Wireless Services	Paul Gustin	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	0 0.00	1 0.36	0 0.00	1 0.36
	Assigned Group Total		1 0.46	399 0.26	1 0.22	401 0.26
Customer Company Total			1 0.46	399 0.26	1 0.22	401 0.26

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## Transportation

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Transportation	Application Services	Danielle Hood	0 0	7 3	0 0	7 3
		Dustin Crump	1 0	7 0	0 0	8 0
		Martin Gonzalez	0 0	5 2	0 0	5 2
		Tony Larsen	0 0	5 1	0 0	5 1
		<b>Assigned to Individual Total</b>	1 0	24 6	0 0	25 6
	Capitol Desktop Support	Scott Wunderlich	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Fleet Administration	Amanda Ronan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	7 0	0 0	7 0
		Eileen Dubach	0 0	2 0	0 0	2 0



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			High	Low	Medium	MR Total
Transportation	Help Desk	James Stearns	0 0	7 0	0 0	7 0
		Julie VanBeekum	0 0	4 0	0 0	4 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	0 0	26 0	0 0	26 0
	Internal Application Development and Support	John Bracken	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Metro B Help Desk	Val Shepherd	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Metro C Help Desk	Bill Hall	0 0	1 0	0 0	1 0
		Diane Christensen	0 0	25 0	0 0	25 0
		Karen Gross	0 0	53 0	0 0	53 0
		Reed Stohel	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	80 0	0 0	80 0

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			High	Low	Medium	MR Total
Transportation	Metro C Hosting	Jason Wihongi	0 0	1 0	0 0	1 0
		Rondal Fields	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	3 0	0 0	3 0
	Metro C West Desktop Support	Cody Flanders	0 0	6 0	0 0	6 0
		Hal Wold	0 0	2 0	0 0	2 0
		Jeff Bench	0 0	27 6	0 0	27 6
		Mike Larsen	0 0	15 0	0 0	15 0
		Shane Squire	0 0	17 2	1 0	18 2
		Shellie Ramsay	0 0	10 1	0 0	10 1
		<b>Assigned to Individual Total</b>	0 0	77 9	1 0	78 9
	Network Operations	Jared Elzinga	0 0	1 0	0 0	1 0
		Jesse Fausett	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Jeremy Standifird	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	0 0	3 0	0 0	3 0
		Randy Graham	0 0	60 0	0 0	60 0
		Richard Packer	0 0	11 0	0 0	11 0
		Todd Hardy	0 0	4 1	0 0	4 1
		<b>Assigned to Individual Total</b>	0 0	79 1	0 0	79 1
	Rural North Desktop Support	Robert Stock	0 0	9 1	0 0	9 1
		Rodney Peterson	0 0	5 0	0 0	5 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	15 1	0 0	15 1
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	12 0	0 0	12 0
		Doug Thornton	0 0	2 0	0 0	2 0
		Joel Finlinson	0 0	53 0	0 0	53 0
		Lane Adams	0 0	1 0	0 0	1 0

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## Transportation

			High	Low	Medium	MR Total
Transportation	Rural South Desktop Support	Assigned to Individual Total	0 0	69 0	0 0	69 0
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Voice/Data/WAN Services	Mitch Hood	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Wireless Services	Paul Gustin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	399 18	1 0	401 18
Customer Company Total			1 0	399 18	1 0	401 18

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## Transportation

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Transportation	Application Services	Danielle Hood	0 0.00	7 6.41	0 0.00	7 6.41
		Dustin Crump	1 0.90	7 1.44	0 0.00	8 1.37
		Martin Gonzalez	0 0.00	5 3.50	0 0.00	5 3.50
		Tony Larsen	0 0.00	5 5.03	0 0.00	5 5.03
		<b>Assigned to Individual Total</b>	1 0.90	24 4.06	0 0.00	25 3.94
	Capitol Desktop Support	Scott Wunderlich	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	2 0.00	0 0.00	2 0.00
	Fleet Administration	Amanda Ronan	0 0.00	1 0.53	0 0.00	1 0.53
		<b>Assigned to Individual Total</b>	0 0.00	1 0.53	0 0.00	1 0.53
	Help Desk	Brenda Treadway	0 0.00	7 0.10	0 0.00	7 0.10
		Eileen Dubach	0 0.00	2 0.07	0 0.00	2 0.07

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## Transportation

			High	Low	Medium	ATTR Total
Transportation	Help Desk	James Stearns	0 0.00	7 0.12	0 0.00	7 0.12
		Julie VanBeekum	0 0.00	4 0.17	0 0.00	4 0.17
		Sarah Johnson	0 0.00	1 3.22	0 0.00	1 3.22
		Vicky Marrelli	0 0.00	5 0.02	0 0.00	5 0.02
		<b>Assigned to Individual Total</b>	0 0.00	26 0.22	0 0.00	26 0.22
	Internal Application Development and Support	John Bracken	0 0.00	1 0.18	0 0.00	1 0.18
		<b>Assigned to Individual Total</b>	0 0.00	1 0.18	0 0.00	1 0.18
	Metro B Help Desk	Val Shepherd	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C Help Desk	Bill Hall	0 0.00	1 3.09	0 0.00	1 3.09
		Diane Christensen	0 0.00	25 0.38	0 0.00	25 0.38
		Karen Gross	0 0.00	53 0.10	0 0.00	53 0.10
		Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	80 0.22	0 0.00	80 0.22

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## Transportation

			High	Low	Medium	ATTR Total
Transportation	Metro C Hosting	Jason Wihongi	0 0.00	1 1.61	0 0.00	1 1.61
		Rondal Fields	0 0.00	2 2.18	0 0.00	2 2.18
		<b>Assigned to Individual Total</b>	0 0.00	3 1.99	0 0.00	3 1.99
	Metro C West Desktop Support	Cody Flanders	0 0.00	6 0.75	0 0.00	6 0.75
		Hal Wold	0 0.00	2 2.28	0 0.00	2 2.28
		Jeff Bench	0 0.00	27 2.93	0 0.00	27 2.93
		Mike Larsen	0 0.00	15 0.62	0 0.00	15 0.62
		Shane Squire	0 0.00	17 3.09	1 1.63	18 3.01
		Shellie Ramsay	0 0.00	10 1.29	0 0.00	10 1.29
		<b>Assigned to Individual Total</b>	0 0.00	77 2.13	1 1.63	78 2.12
	Network Operations	Jared Elzinga	0 0.00	1 0.00	0 0.00	1 0.00
		Jesse Fausett	0 0.00	1 4.46	0 0.00	1 4.46
		<b>Assigned to Individual Total</b>	0 0.00	2 2.23	0 0.00	2 2.23
	Rural Central Desktop Support	Jeremy Standifird	0 0.00	1 1.81	0 0.00	1 1.81

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## Transportation

			High	Low	Medium	ATTR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	0 0.00	3 0.00	0 0.00	3 0.00
		Randy Graham	0 0.00	60 0.02	0 0.00	60 0.02
		Richard Packer	0 0.00	11 0.00	0 0.00	11 0.00
		Todd Hardy	0 0.00	4 7.95	0 0.00	4 7.95
		<b>Assigned to Individual Total</b>	0 0.00	79 0.46	0 0.00	79 0.46
	Rural North Desktop Support	Robert Stock	0 0.00	9 6.33	0 0.00	9 6.33
		Rodney Peterson	0 0.00	5 0.05	0 0.00	5 0.05
		Wayne Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	15 3.82	0 0.00	15 3.82
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Chaston	0 0.00	12 0.00	0 0.00	12 0.00
		Doug Thornton	0 0.00	2 0.00	0 0.00	2 0.00
		Joel Finlinson	0 0.00	53 0.00	0 0.00	53 0.00
		Lane Adams	0 0.00	1 0.03	0 0.00	1 0.03



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## Transportation

			High	Low	Medium	ATTR Total
Transportation	Rural South Desktop Support	Assigned to Individual Total	0 0.00	69 0.00	0 0.00	69 0.00
	Strategic Communications	Dennis Rogers	0 0.00	2 4.16	0 0.00	2 4.16
		Assigned to Individual Total	0 0.00	2 4.16	0 0.00	2 4.16
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	3 4.13	0 0.00	3 4.13
		Assigned to Individual Total	0 0.00	3 4.13	0 0.00	3 4.13
	Voice Operations	Gail Christiansen	0 0.00	3 0.53	0 0.00	3 0.53
		Romanza Hamblin Sorensen	0 0.00	8 1.14	0 0.00	8 1.14
		Assigned to Individual Total	0 0.00	11 0.97	0 0.00	11 0.97
	Voice/Data/WAN Services	Mitch Hood	0 0.00	1 0.59	0 0.00	1 0.59
		Assigned to Individual Total	0 0.00	1 0.59	0 0.00	1 0.59
	Wireless Services	Paul Gustin	0 0.00	1 2.88	0 0.00	1 2.88
		Assigned to Individual Total	0 0.00	1 2.88	0 0.00	1 2.88
	Assigned Group Total		1 0.90	399 1.07	1 1.63	401 1.07
Customer Company Total			1 0.90	399 1.07	1 1.63	401 1.07

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## Transportation

## Detail

<b>INC000000562614</b>	David Stallworth	Application	None	Novell GroupWise		TIR Missed: No	0.13
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: Yes	16.02
<b>INC000000564416</b>	Tim Ularich	None	None	None		TIR Missed: Yes	1.68
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	1.70
<b>INC000000569046</b>	Rex Mayer	None	None	None		TIR Missed: Yes	2.34
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	2.43
<b>INC000000582306</b>	Scott Woolsey	Application	Password	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000582390</b>	Matthew Luker	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.22
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	2.38
<b>INC000000582404</b>	Kris Peterson	Mobile Devices	Error	Droid		TIR Missed: No	0.72
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.72
<b>INC000000582762</b>	William Butterfield	Mobile Devices	Error	iPhone		TIR Missed: Yes	1.86
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	2.03
<b>INC000000582870</b>	Ritchie Taylor	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	2.09
<b>INC000000583731</b>	Carrie Baker	Mobile Devices	None	Novell GroupWise		TIR Missed: No	0.13
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	0.19
<b>INC000000584385</b>	Toni Butterfield	Telecom	None	None		TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	Transportation	Low	Resolved	TTR Missed: No	0.10
<b>INC000000584953</b>	Boyd Humpherys	Application	SSL Certificate	Microsoft Project		TIR Missed: No	0.07
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	1.06
<b>INC000000585056</b>	Chris Newman	Application	None	Internet Explorer		TIR Missed: No	0.02
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.02
<b>INC000000585151</b>	Daniel Hughes	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000585388</b>	Cheri Guertler	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	4.45
<b>INC000000585527</b>	Darcy Brantly	None	None	None		TIR Missed: No	0.03
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.03
<b>INC000000585788</b>	Loralee Dimick	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000585890</b>	Mason Palmer	Wireless Connectivity	None	None		TIR Missed: No	0.02
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes	6.19
<b>INC000000585904</b>	Kennith Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000585909</b>	Richard Sparkman	Application	Password	Fleet Focus		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000585997</b>	Adam Christensen	None	None	None		TIR Missed: No	0.16
	Internal Application Development a	John Bracken	Transportation	Low	Closed	TTR Missed: No	0.18
<b>INC000000586050</b>	Ron Parks	Mobile Devices	Error	Novell GroupWise		TIR Missed: Yes	3.93
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: Yes	6.03
<b>INC000000586085</b>	Randall Taylor	Network	Password	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586091</b>	Wendy Nez	Print/Copy/Scan/Fax	Incident	Microsoft Publisher		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	
<b>INC000000586093</b>	Tim Boschert	Application	None	Novell GroupWise		TIR Missed: No	0.32
	Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: No	0.91
<b>INC000000586118</b>	Pam Higgins	Mobile Devices	Error	Data Synchronizer		TIR Missed: Yes	3.24
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: No	5.19
<b>INC000000586147</b>	Jolene Ottley	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586188</b>	Daryl Ballantyne	PC/Laptop	Password	None		TIR Missed: Yes	47.48
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: Yes	47.48
<b>INC000000586199</b>	Kristi Barney	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586211</b>	Becky Hjelm	Network	Performance	None		TIR Missed: No	0.55
	Metro C Hosting	Rondal Fields	Transportation	Low	Closed	TTR Missed: No	0.55
<b>INC000000586214</b>	Mike Ellis	Application	None	ProjectWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586260</b>	Dale Debenham	Application	Error	ProjectWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586311</b>	Denice McCarthy	Application	None	Microsoft Office		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586504</b>	Homa Shabestari	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000586618</b>	Teresa Johnson	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: Yes	6.20
<b>INC000000586624</b>	Sam Grimshaw	Application	Error	iTunes		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586735</b>	Matt McCormick	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes	6.17
<b>INC000000586754</b>	Michael D Rudd	Application	Password	Utah Master Directory		TIR Missed: No	0.14
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.14
<b>INC000000586764</b>	Jennifer Williams	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586769</b>	Brian Jordan Allen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586771</b>	Bill Boyer	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586812</b>	Jill Baxter	Application	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586817</b>	Scott Niemeyer	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes	6.63
<b>INC000000586843</b>	Anita Grover	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000586910</b>	Sharon Twitchell	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587151</b>	Dale Debenham	Application	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587155</b>	Daniel Adams	EIS Hardware	None	None		TIR Missed: Yes	1.29
	Strategic Communications	Dennis Rogers	Transportation	Low	Closed	TTR Missed: No	4.71
<b>INC000000587157</b>	Daniel Adams	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587201</b>	Jerry Arnold	Application	Error	Systems Planning and Program		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587238</b>	Shayla Marquardson	Wireless Connectivity	Error	CapNet		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587270</b>	Jerry Arnold	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000587359</b>	Todd Curtis	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	5.68
<b>INC000000587360</b>	Darren Vincent	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Transportation	Low	Closed	TTR Missed: No	1.81
<b>INC000000587415</b>	Eric Hansen	PC/Laptop	Error	JavaPC		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587505</b>	Jessee Hill	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.55
<b>INC000000587618</b>	Aaron Pinkerton	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587639</b>	Nena Woodmansee	Application	Reporting	State Payroll System		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587651</b>	Lynn Worwood	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587661</b>	Eric Jensen	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587670</b>	Craig Hamilton	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587677</b>	Shane Marshall	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587681</b>	Muriel Xochimitl	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587686</b>	Chris Memmott	Application	Reporting	MicroStation		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587725</b>	Laurie Howard	PC/Laptop	Error	None		TIR Missed: No	0.59
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	1.18
<b>INC000000587774</b>	Rebecca Parker	PC/Laptop	None	None		TIR Missed: No	0.03
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.08
<b>INC000000587820</b>	Karyl Keanaaina	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000587844</b>	Sharon Twitchell	Application	None	Novell GroupWise		TIR Missed: Yes	2.55
	Application Services	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	6.39
<b>INC000000587877</b>	Monte Aldridge	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000587895</b>	Deborah Pilling Rural South Desktop Support	PC/Laptop Joel Finlinson	Error Transportation	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000587898</b>	Dale Stapley Rural South Desktop Support	Application Joel Finlinson	Error Transportation	UDOT's Web Site Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000588078</b>	Kaylena Pizzo Metro C West Desktop Support	None Mike Larsen	None Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000588084</b>	Steven Taylor Help Desk	Application James Stearns	Password Transportation	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000588137</b>	Shawn Davis Rural Central Desktop Support	PC/Laptop Todd Hardy	Hardware Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 5.90
<b>INC000000588173</b>	Brandi Trujillo Metro C Hosting	Server Jason Wihongi	Error Transportation	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.61 1.61
<b>INC000000588264</b>	Ronald Hall Rural Central Desktop Support	Mobile Devices Randy Graham	Error Transportation	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000588289</b>	Tim Taylor Metro C Help Desk	Network Karen Gross	Password Transportation	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000588340</b>	Lynn Starley Application Services	Application Martin Gonzalez	None Transportation	Novell Messenger Low	Resolved	TIR Missed: Yes TTR Missed: Yes	4.87 7.74
<b>INC000000588370</b>	Jeff McCleery Metro C West Desktop Support	PC/Laptop Cody Flanders	Password Transportation	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.33 1.40
<b>INC000000588462</b>	Ileene Grundy Rural South Desktop Support	Application Joel Finlinson	Error Transportation	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000588674</b>	Pat McGann Rural South Desktop Support	Mobile Devices Joel Finlinson	Error Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000588683</b>	Laurie Howard Metro C Help Desk	PC/Laptop Diane Christensen	Password Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.47
<b>INC000000588727</b>	Sue Moorhead Rural South Desktop Support	None Lane Adams	None Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000589094</b>	Laurie Howard Metro C West Desktop Support	None Shane Squire	None Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000589099</b>	Dirk Parker Metro C Help Desk	Application Diane Christensen	None Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.81
<b>INC000000589102</b>	Kathryn Warren Metro C Help Desk	None Diane Christensen	None Transportation	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Transportation

<b>INC000000589104</b>	Lane Murphy	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589413</b>	Roger Frantz	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: No	4.27
<b>INC000000589426</b>	Rex Harris	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589430</b>	Rex Harris	Mobile Devices	Error	Droid		TIR Missed: No	0.00
	Application Services	Danielle Hood	Transportation	Low	Closed	TTR Missed: No	4.74
<b>INC000000589481</b>	Scott Dearden	Application	None	Novell GroupWise		TIR Missed: No	0.17
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.30
<b>INC000000589483</b>	Michelle Lindgren	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	3.64
<b>INC000000589489</b>	Tyson Grant	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589492</b>	Tracey Mulder	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589525</b>	Trent H Nielsen	Application	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589560</b>	Rosa Lee	Application	Error	Microsoft Windows 7		TIR Missed: No	0.02
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.04
<b>INC000000589574</b>	Essy Rahimzadegan	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	
<b>INC000000589590</b>	Troy Richins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589672</b>	Trina Griffith	Application	None	None		TIR Missed: No	0.33
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.66
<b>INC000000589686</b>	Ashlee Parrish	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.03
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.33
<b>INC000000589707</b>	Tom Hammon	Telecom	Voice Mail	Telephone		TIR Missed: No	0.66
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	2.20
<b>INC000000589731</b>	Richard Shelley	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	3.49
<b>INC000000589732</b>	Kim Banks	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000589745</b>	Jill Baxter	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.50
<b>INC000000589772</b>	Chet Johnson	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589802</b>	Gary Orton	Mobile Devices	Error	Data Synchronizer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589874</b>	Heidi Dunn	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Transportation	Low	Closed	TTR Missed: No	3.09
<b>INC000000589907</b>	Rod McDaniels	Application	None	Microsoft Windows 7		TIR Missed: No	0.35
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	4.14
<b>INC000000589981</b>	Mote Siufanua	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589985</b>	Marco Palacios	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589992</b>	Pat Lowe	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000589996</b>	Jeff Baird	PC/Laptop	Password	Novell eDirectory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000590003</b>	Tyson Larson	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000590014</b>	Travis Garrett	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000590018</b>	Kurtis Park	Application	Reporting	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000590021</b>	Matthew Laycock	Mobile Devices	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000590056</b>	Kirk Thornock	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000590139</b>	Nathan McCall	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.33
<b>INC000000590233</b>	Teri Gaus	Remote Connectivity	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	1.62
<b>INC000000590260</b>	Pam Pala	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00



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## Transportation

<b>INC000000590313</b>	Steve Bonner	Application	Password	Oracle 8 Enterprise Edition	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590316</b>	Danny Eyre	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590329</b>	Pam Higgins	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590335</b>	Scott Lott	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590406</b>	John Guymon	Application	Password	electronic Project Management	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590440</b>	Zeke Gonzalez	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590469</b>	Roger Dransfield	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590470</b>	Troy Richins	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590508</b>	Pam Higgins	Mobile Devices	Error	Data Synchronizer	TIR Missed: No	0.07
	Application Services	Dustin Crump	Transportation	Low Closed	TTR Missed: No	0.58
<b>INC000000590665</b>	Rustin Harper	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590680</b>	Tim Ularich	None	None	None	TIR Missed: No	0.23
	Application Services	Danielle Hood	Transportation	Low Resolved	TTR Missed: Yes	11.68
<b>INC000000590775</b>	Mary Watson	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590824</b>	Troy Richins	None	None	None	TIR Missed: No	0.18
	Application Services	Danielle Hood	Transportation	Low Closed	TTR Missed: No	0.60
<b>INC000000590835</b>	Eric Cheng	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Closed	TTR Missed: No	0.00
<b>INC000000590858</b>	Nancy Nisonger	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low Closed	TTR Missed: Yes	14.22
<b>INC000000590908</b>	Devin Routson	Telecom	None	None	TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low Closed	TTR Missed: No	0.62
<b>INC000000590921</b>	Jared Barton	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000590925</b>	Karl Schmidt	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591136</b>	Jenneth Hampton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.32
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	4.36
<b>INC000000591143</b>	Troy Richins	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591172</b>	Michelle Lewis	Application	Reporting	Novell GroupWise		TIR Missed: No	0.46
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	1.05
<b>INC000000591180</b>	David Adamson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	3.17
<b>INC000000591219</b>	Scott Niemeyer	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591274</b>	Rebecca Collins	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	3.04
<b>INC000000591310</b>	Cheryl White	Application	None	Novell GroupWise		TIR Missed: Yes	2.25
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	3.95
<b>INC000000591349</b>	Chad Cornia	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591370</b>	Kirk Sherman	Application	Password	Utah Master Directory		TIR Missed: No	0.22
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.22
<b>INC000000591495</b>	Wendy Kemp	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.59
<b>INC000000591521</b>	Allen Bennett	Print/Copy/Scan/Fax	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591538</b>	Robert A Stoddard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591559</b>	Brent Wallwork	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591564</b>	Justin Koyle	Application	Password	Gmail		TIR Missed: No	0.25
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Closed	TTR Missed: Yes	6.77
<b>INC000000591609</b>	Kirk Sherman	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591610</b>	Kirk Sherman	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000591642</b>	Richard H Jones	None	None	None		TIR Missed: No	0.04
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.04
<b>INC000000591644</b>	Teresa Johnson	None	None	None		TIR Missed: No	0.05
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.05
<b>INC000000591646</b>	James McDonald	None	None	None		TIR Missed: No	0.07
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.07
<b>INC000000591647</b>	Gary Williams	None	None	None		TIR Missed: No	0.09
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.09
<b>INC000000591648</b>	James Baird	None	None	None		TIR Missed: No	0.11
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.11
<b>INC000000591708</b>	Travis Bowen	PC/Laptop	Performance	None		TIR Missed: No	0.21
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	6.00
<b>INC000000591721</b>	Brent Beach	Mobile Devices	Error	Data Synchronizer		TIR Missed: No	0.06
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	0.36
<b>INC000000591808</b>	Shane C Williamson	Mobile Devices	Error	Utah Master Directory		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591935</b>	Kirk Thornock	Application	Password	Adobe Connect		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591937</b>	Karyl Keanaiana	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591982</b>	Angelo Papastamos	None	None	None		TIR Missed: No	0.09
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	3.30
<b>INC000000591990</b>	Karyl Keanaaina	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000591994</b>	Clint Chaston	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592004</b>	Laurie Howard	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.40
	Voice/Data/WAN Services	Mitch Hood	Transportation	Low	Closed	TTR Missed: No	0.59
<b>INC000000592045</b>	Paul Kikuchi	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592108</b>	Heather Barthold	Network	Incident	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592113</b>	Chris Memmott	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000592114</b>	Jack Lyman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592119</b>	Dwaine Webber	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592121</b>	Phil North	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592144</b>	Rustin Harper	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592146</b>	Rod Hess	Application	Error	electronic Project Management		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592149</b>	Tami Timothy	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592160</b>	Kaylena Pizzo	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592322</b>	Lonnie Marchant	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.58
<b>INC000000592324</b>	Edward Layton	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.58
<b>INC000000592502</b>	Abdul Wakil	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592515</b>	Bill Boyer	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.41
<b>INC000000592544</b>	David Krommenhoek	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.13
<b>INC000000592547</b>	Vaughn Nelson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: Yes	6.58
<b>INC000000592611</b>	Kristi Barney	None	None	None		TIR Missed: No	0.32
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	5.77
<b>INC000000592625</b>	Wendy Nez	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592661</b>	Callie Halling	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.91
<b>INC000000592666</b>	Linda Stewart	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000592669</b>	Pam Higgins	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592803</b>	Michelle Lewis	Application	Error	None		TIR Missed: No	0.66
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: Yes	11.61
<b>INC000000592860</b>	Kirk Sherman	Application	Password	Utah Master Directory		TIR Missed: No	0.07
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.10
<b>INC000000592865</b>	Joni Hoaglin	Telecom	Call/Receive	None		TIR Missed: No	0.25
	Voice Operations	Gail Christiansen	Transportation	Low	Closed	TTR Missed: No	1.22
<b>INC000000592877</b>	Jill Baxter	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.48
<b>INC000000592915</b>	Kendall Draney	Application	None	Microsoft Project		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000592985</b>	Randy Sparkman	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593140</b>	Devin Routson	Telecom	Dial Tone	None		TIR Missed: No	0.27
	Voice Operations	Gail Christiansen	Transportation	Low	Closed	TTR Missed: No	0.27
<b>INC000000593199</b>	Jereme Fullmer	Mobile Devices	Error	iPhone		TIR Missed: No	0.12
	Help Desk	Sarah Johnson	Transportation	Low	Resolved	TTR Missed: No	3.22
<b>INC000000593320</b>	Tim Walden	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593325</b>	Marci Brunson	Application	Error	Java Platform SE		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593328</b>	LaDonna Haslem	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593333</b>	Brent Beach	Print/Copy/Scan/Fax	Queue	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593387</b>	PJ Roubinet	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593437</b>	Gregg Evans	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593487</b>	Rudy Alder	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	1.46
<b>INC000000593504</b>	Craig DeRose	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000593565</b>	Wes Starkenburg	Application	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593572</b>	Kathy Vansickle	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593573</b>	Darin Sjoblom	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593615</b>	Craig Fox	Application	Password	Utah Master Directory		TIR Missed: No	0.19
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.37
<b>INC000000593635</b>	Denece Sheppick	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.87
<b>INC000000593638</b>	Denece Sheppick	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.85
<b>INC000000593658</b>	Brandon Cloward	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593659</b>	Bill Boyer	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.49
<b>INC000000593661</b>	Josh Miller	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593693</b>	Randy Sparkman	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593792</b>	Les Seckletstewa	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593810</b>	Ken Berg	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593875</b>	Jill Baxter	Gascard	None	Gascard		TIR Missed: No	0.09
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.09
<b>INC000000593924</b>	Shane Barr	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593938</b>	Jolene Ottley	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000593990</b>	Doug Malone	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000594002</b>	Danny Eyre	Application	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Transportation	Low	Closed	TTR Missed: No	0.00

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## Transportation

<b>INC000000594042</b>	Danny Eyre	Application	Error	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000594045</b>	Wendy Nez	Application	Error	Microsoft Publisher		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000594061</b>	Anita Grover	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	
<b>INC000000594066</b>	Richard Shelley	Application	Error	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.69
<b>INC000000594193</b>	Gary Black	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000594194</b>	Gernice White	Application	Password	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000594196</b>	Lance Courtier	Application	Password	Utah Master Directory		TIR Missed: No	0.06
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.06
<b>INC000000594210</b>	Daniel Taylor	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000594219</b>	Paul Baum	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Resolved	TTR Missed: No	
<b>INC000000594228</b>	Christopher Meredith	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: Yes	1.98
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	1.98
<b>INC000000594299</b>	Rebecca Nix	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000594320</b>	John Myers	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.34
<b>INC000000594386</b>	Travis G Ackermann	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000594399</b>	Nathan Lee	Telecom	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000594401</b>	Marsha Chaston	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
<b>INC000000594522</b>	Jim Golden	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000594573</b>	Brett Butterfield	Application	Password	Utah Master Directory		TIR Missed: No	0.02
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.05

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<b>INC000000594667</b>	Darrell Roberts	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: Yes	6.56
<b>INC000000594670</b>	Vaughn Nelson	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: Yes	6.54
<b>INC000000594705</b>	Cristina Cibrian	Application	None	Adobe Flash		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000594722</b>	Kerry Kendall	Telecom	Dial Tone	Telephone		TIR Missed: No	0.35
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	1.37
<b>INC000000594778</b>	Richard Manser	PC/Laptop	None	None		TIR Missed: No	0.02
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Resolved	TTR Missed: No	0.41
<b>INC000000594799</b>	Whitney Bentz	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000594860</b>	Marsha Chaston	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000594870</b>	Peter Jager	Telecom	Voice Mail	None		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	1.75
<b>INC000000594892</b>	Russell Pogue	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000594899</b>	Linda Barrow	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.13
<b>INC000000594908</b>	Stan Burns	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000594989</b>	Doug Croft	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000594997</b>	Kevin Nichol	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595080</b>	Jason Henley	Application	None	Microsoft Windows XP Professio		TIR Missed: No	0.46
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.75
<b>INC000000595177</b>	Doug Croft	Application	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595319</b>	Scott Harris	Network	None	None		TIR Missed: Yes	2.86
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	2.86
<b>INC000000595584</b>	Penni Taylor	Application	None	Microsoft Office		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00



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## Transportation

<b>INC000000595598</b>	Todd Abbott	Network	Performance	None		TIR Missed: No	0.73
	Network Operations	Jesse Fausett	Transportation	Low	Resolved	TTR Missed: No	4.46
<b>INC000000595603</b>	Richard Sharp	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595619</b>	Loralee Dimick	PC/Laptop	Hardware	None		TIR Missed: No	0.13
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.37
<b>INC000000595650</b>	Laurie Howard	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595653</b>	Larry Ivie	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595659</b>	Darcy Brantly	Storage	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595719</b>	Gary Orton	Mobile Devices	Error	None		TIR Missed: No	0.06
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	1.22
<b>INC000000595736</b>	Troy Noall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595747</b>	Mindi Lake	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595759</b>	Devin Routson	Telecom	Hardware	None		TIR Missed: No	0.53
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	2.16
<b>INC000000595786</b>	Tim Walden	PC/Laptop	Password	Active Directory		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595793</b>	Marci Brunson	Application	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595846</b>	Becky Hjelm	PC/Laptop	Performance	None		TIR Missed: No	0.57
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: Yes	24.49
<b>INC000000595900</b>	Jill Baxter	Application	None	Fleet Focus		TIR Missed: No	0.53
	Fleet Administration	Amanda Ronan	Transportation	Low	Resolved	TTR Missed: No	0.53
<b>INC000000595908</b>	Janet Rixey	Application	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000595921</b>	Jeffery Miller	Application	None	Novell GroupWise		TIR Missed: No	0.88
	Technical Lead/Project Manager	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	1.18
<b>INC000000595928</b>	Brent Pehrson	Application	None	Motor Carrier System		TIR Missed: No	0.22
	Metro C West Desktop Support	Shane Squire	Transportation	Medium	Resolved	TTR Missed: No	1.63

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## Transportation

<b>INC000000595962</b>	Troy Hyer	Application	Password	Utah Master Directory	TIR Missed: No	0.17
Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed: No	0.17
<b>INC000000595969</b>	Karyl Keanaaina	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596069</b>	Ryan Halverson	Telecom	Hardware	Telephone	TIR Missed: No	0.17
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.29
<b>INC000000596110</b>	Shelli Stephenson	Application	None	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596119</b>	Danielle Herrscher	Application	None	Novell GroupWise	TIR Missed: No	0.39
Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	1.30
<b>INC000000596134</b>	Zane Wells	Application	None	Novell GroupWise	TIR Missed: No	0.38
Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	1.19
<b>INC000000596140</b>	Shane C Williamson	Application	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596172</b>	Francine Randolph	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596208</b>	Kimberly Krein	Telecom	None	Telephone	TIR Missed: No	0.14
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.15
<b>INC000000596240</b>	John Jorgensen	Application	Password	Utah Master Directory	TIR Missed: No	0.79
Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.79
<b>INC000000596257</b>	James Rico	Application	None	Active Directory	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596296</b>	Rod McDaniels	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596424</b>	Marva Braun	Application	Error	Gmail	TIR Missed: No	0.28
Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: Yes	12.32
<b>INC000000596433</b>	Cheri Guertler	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596438</b>	Austin Baysinger	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596454</b>	Karyl Keanaiana	PC/Laptop	Password	Microsoft Windows 7	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596517</b>	Brandon Weight	Application	Error	Computer Aided Drafting and Design	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000596528</b>	Pam Higgins	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596550</b>	Tyson Vorwaller	PC/Laptop	Password	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596567</b>	Kristi Barney	Application	None	ProjectWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596650</b>	Keith Meinhardt	Mobile Devices	Error	Data Synchronizer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596656</b>	Tammy Pugmire	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596680</b>	Joanna Gunderson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.36
	Wireless Services	Paul Gustin	Transportation	Low	Resolved	TTR Missed: No	2.88
<b>INC000000596681</b>	Karyl Keanaaina	Application	Password	Employee Gateway		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596690</b>	Homa Shabestari	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596695</b>	Dian McGuire	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596703</b>	Jared Dastrup	Application	Error	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596717</b>	Brandon Weight	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596731</b>	Terry Wiseman	Network	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000596837</b>	Dirk Richards	PC/Laptop	Performance	None		TIR Missed: No	0.59
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	3.04
<b>INC000000597032</b>	Ronald Williams	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597033</b>	Ron Grundy	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597037</b>	Chris Siavrakas	Application	None	ProjectWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597039</b>	Ron T Clark	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000597042</b>	Cheryll Benner	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597048</b>	David Deng	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597064</b>	Reggie Estes	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.24
<b>INC000000597116</b>	Travis Beckstead	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.52
<b>INC000000597118</b>	Jace Mecham	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.49
<b>INC000000597127</b>	Dane Cooley	Application	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597130</b>	Raymond Bennett	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597182</b>	Timothy Wozab	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597228</b>	Adam Lough	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597273</b>	Lisa Napier	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597316</b>	Nena Woodmansee	Application	Reporting	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597330</b>	Grant Jackson	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597342</b>	Shane Marshall	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597394</b>	Wesley Brackenbury	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	5.57
<b>INC000000597459</b>	Cindy Ingram	None	None	Microsoft Office		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597518</b>	Tyson Larson	Application	Error	Adobe Flash		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000597521</b>	Lewis Rasmussen	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00

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## Transportation

<b>INC000000597523</b>	Calvin Tisi	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000597524</b>	Lewis Rasmussen	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000597529</b>	Nena Woodmansee	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000597660</b>	Anne Ogden	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000597672</b>	Stu Wright	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Resolved	TTR Missed: No	1.69
<b>INC000000597773</b>	Deni Archuletta	None	None	None	TIR Missed: No	0.10
	Metro C West Desktop Support	Shane Squire	Transportation	Low Resolved	TTR Missed: No	1.86
<b>INC000000597837</b>	Connie J Collins	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000597842</b>	Todd Abbott	Application	Password	Utah Master Directory	TIR Missed: No	0.04
	Help Desk	Vicky Marrelli	Transportation	Low Resolved	TTR Missed: No	0.06
<b>INC000000597849</b>	Marva Braun	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000597861</b>	Linda Barrow	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000597921</b>	David Benard	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000597938</b>	Steve McCarthy	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000597978</b>	Ken Gillette	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Resolved	TTR Missed: No	0.27
<b>INC000000597988</b>	Brian Goins	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low Resolved	TTR Missed: No	0.11
<b>INC000000598025</b>	Tracie Montano	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000598030</b>	JT Dzatlik	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low Resolved	TTR Missed: No	0.00
<b>INC000000598116</b>	Kristi Nye	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low Resolved	TTR Missed: No	0.00

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Transportation
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<b>INC000000598157</b>	Daryl Ballantyne	Mobile Devices	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598162</b>	Nate Peterson	Mobile Devices	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598236</b>	Jeff Lewis	Application	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.99
<b>INC000000598269</b>	Raeleen Sanchez	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598528</b>	Brandon Reda	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598531</b>	Shane Marshall	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598533</b>	Lynn Worwood	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598537</b>	Calvin Tisi	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598541</b>	Tami Timothy	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598545</b>	Tonia Lou Wall	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598546</b>	Tyson Larson	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598571</b>	Khaisy Vonarath	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598578</b>	Stephen Goodrich	None	None	None		TIR Missed: No	0.03
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.03
<b>INC000000598848</b>	Alan McEwan	PC/Laptop	Error	None		TIR Missed: No	0.28
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.50
<b>INC000000598863</b>	Nathan Clasby	Network	Incident	Employee Gateway		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598867</b>	Chris Memmott	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598868</b>	Kevon Ogden	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000598871</b>	Lynn Worwood	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598875</b>	Justin Schellenberg	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598880</b>	Tyson Larson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000598962</b>	Julie Lewis	Application	None	Novell GroupWise		TIR Missed: No	0.46
	Application Services	Dustin Crump	Transportation	High	Resolved	TTR Missed: No	0.90
<b>INC000000599037</b>	Chris Newman	EIS Hardware	None	None		TIR Missed: No	0.73
	Strategic Communications	Dennis Rogers	Transportation	Low	Resolved	TTR Missed: No	3.61
<b>INC000000599269</b>	Travis Beckstead	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599285</b>	Cindy Wright	Application	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599314</b>	Tonia Lou Wall	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599373</b>	Keith Meinhardt	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599386</b>	Bin Shi	Application	None	electronic Project Management		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599396</b>	Kendall Gubler	Application	Error	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599442</b>	Becky Bradshaw	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599472</b>	Bill Grey	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599475</b>	Kendall Gubler	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599510</b>	Dale G Robins	Application	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599726</b>	Daniel Allred	Network	Password	IManager		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599949</b>	Scott Besaw	PC/Laptop	Hardware	None		TIR Missed: No	0.54
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.64

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## Transportation

<b>INC000000599982</b>	Vickie VanDeMerwe	Network	None	None		TIR Missed: Yes	3.80
	Metro C Hosting	Rondal Fields	Transportation	Low	Resolved	TTR Missed: No	3.80
<b>INC000000599984</b>	Anita Grover	Network	Incident	Novell eDirectory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599986</b>	Darren Vincent	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599990</b>	Max Probst	Network	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599991</b>	Calvin Tisi	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599995</b>	Kurtis Park	Application	Password	Project Development Business S		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599997</b>	Craig Hamilton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599998</b>	Tyson Larson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000599999</b>	Matt Parker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000600000</b>	Eldon Simpson	Network	Password	Employee Gateway		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000600032</b>	Neil Petrick	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000600034</b>	Janice Tremaine	PC/Laptop	Error	None		TIR Missed: No	0.23
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.23
<b>INC000000600185</b>	Lane Murphy	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000600312</b>	Glenn Tarrant	Network	Incident	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000600348</b>	Bill Sube	Application	Error	Mozilla Firefox		TIR Missed: Yes	2.16
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	4.76
<b>INC000000600560</b>	Frank Pisani	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000600617</b>	Gary Black	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cheri Oldham	Transportation	Low	Resolved	TTR Missed: No	0.00



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## Transportation

<b>INC000000600675</b>	Sue Recupero	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000600738</b>	Kendall Gubler	Application	Error	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000600742</b>	Shana Young	Application	Error	Quicken		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000600884</b>	Cindy Wright	Network	Incident	Active Directory		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000601020</b>	Eric Rasband	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000601126</b>	Jim Golden	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000601209</b>	Cherise Young	Application	None	Kofax ImageControls		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000601249</b>	Matthew Swapp	Network	Incident	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000601266</b>	Cody Rhodes	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000601358</b>	Bill Nalli	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
<b>INC000000601365</b>	Anita Grover	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00